

## Executive Summary

The North Region Quality Management Plan (NR QMP) is a multi-functional approach to ensure Project Quality. Project Quality is comprised of the following elements: Technical Quality, Cost Effectiveness, Schedule/Delivery and Stakeholder Expectations. Change to any of these elements can have a positive or negative effect on the remaining elements, as well as the overall Project Quality. This plan is a product oriented quality roadmap that will be applied from Project Initiation through Ready-To-List (RTL).

The latest Caltrans RTL Guidelines require that the Project Engineer (PE) and Design Engineer (DE) certify that a project is RTL. By developing Plans, Specifications and Estimates (PS&E) following this NR QMP, the PE is provided assurance that the functional units have certified the quality of their individual products, appropriate reviews have been conducted and the product meets expectations for RTL.

Technical Quality Assurance is provided throughout the project development process by a team of NR personnel with a wide range of specialties and experience. The preparation of approval documents (PSR, PR, etc.) in accordance with the NR QMP, assures management that appropriate quality checks have been completed, and all documents and supporting data have been thoroughly reviewed. The effort of all members of the PDT in fulfilling their roles and responsibilities through participation and communication is critical to the success of Project Quality.

All of the functional units that directly contribute towards PS&E deliverables have developed their own Project Specific Quality Control Plans. These plans document the Quality Control Elements and Quality Milestones needed to instill Technical Quality in their individual products. A separate Project Quality Matrix (PQM) should be completed for each phase of the project. Also included in the plans are anticipated Task Management activities as well as programmatic tools available to their staff. The plans for each functional unit are presented in the attachments.

In order to measure the effectiveness of the NR QMP, second level managers will evaluate the products at the end of the PID, PA&ED, Draft PS&E and RTL phases. To facilitate the evaluation process, the PQM will be provided to show what quality steps were accomplished during that phase.

The long-term goal in the North Region is for all projects to achieve Service Level 2 Delivery. Service Level 2 is DES-Office Engineer's (Headquarters – Office Engineer) reduced level of service, which provides delegation for the Districts to process RTL.

To facilitate the use of the NR QMP, trained leaders from each functional unit will be available to project delivery staff in the North Region to assist in developing the QMP for their projects and answer questions. A QMP Implementation Team will remain organized not only to provide support during the first two years of implementation but also to assess individual project and overall progress of the QMP and make adjustments to the plan as necessary.